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**QUARTERLY SERVICE QUALITY REPORT**  
**SOUTH CAROLINA OPERATIONS**

COMPANY NAME Alternative Phone, Inc.

QUARTER / YEAR 4th / 2012

	MONTH: <u>OCT</u>	<u>NOV</u>	<u>DEC</u>
Number of Customer Access Lines	<u>53</u>	<u>55</u>	<u>50</u>
New Service Applications Held over 30 Days	<u>0</u>	<u>0</u>	<u>0</u>
Trouble Reports / Access Line (%)	<u>0/0%</u>	<u>1/.02%</u>	<u>2/.04%</u>
Customer Out of Service Clearing Times (%)	<u>100</u>	<u>100</u>	<u>100</u>
New Installs and Re-Installs Completed w/in 5 Days (%)	<u>100</u>	<u>100</u>	<u>100</u>
Commitments Fulfilled (%)	<u>100</u>	<u>100</u>	<u>100</u>
Number of Lifeline Customers	<u>44</u>	<u>48</u>	<u>44</u>

Comments / Explanations: \_\_\_\_\_

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MAIL / DMS

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2012 Qtr 4 Cert.# L-0194

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